

TO A NEW YEAR AND NEW BEGINNINGS

It's hard to believe another year is behind us. In the spirit of new beginnings, let's look ahead together at the opportunities a new year brings to SRT's members.

SRT heads into 2022 with the momentum of our fiber project. We have made great strides building our state-of-the-art network and show no signs of slowing. With each fiber connection, SRT gives one more home or business access to the fastest internet around.

This year SRT will also be exploring all the ways we can provide helpful education so you can enjoy the best our services have to offer. There is endless potential with fiber internet and smart technology. The more we can simplify how to use these powerful tools, the better your experience will be. After all, that is our ultimate goal!

Thank you for choosing SRT for your telecommunications services.

We look forward to seeing you this year in the wonderful North Dakota towns where you live, work, raise your families, and enjoy life.

Wishing you health and happiness in 2022 and always,



Cassidy Hjelmstad
CEO/General Manager



SCHOLARSHIP OPPORTUNITIES AVAILABLE TO LOCAL STUDENTS!

SRT supports educational opportunities through our scholarship program, awarding nearly \$100,000 in scholarships since its inception. Our SRT College Scholarships will again be presented to four students with \$1,500 awarded per student. We also offer the \$2,500 SRT Technical Scholarship to one student.

SRT College Scholarship - \$1,500 (4 available) / The program evaluates community involvement, school activities, an essay response, and grade-point average.

SRT Technical Scholarship - \$2,500 (1 available) / This award focuses on a student studying telecommunications or other computer technology-related fields. To apply, students will write an essay about future career plans and submit a letter of recommendation, along with community activities and academics. The SRT Technical Scholarship can be used to attend four-year colleges, two-year programs, and technical schools. If you know a student from our service area who is planning on or currently attending a two-year technical college such as North Dakota State College of Science,



Bismarck State College, or Minnesota State-Wadena and studying in a tech-related field, we highly encourage them to apply!

In addition to our local scholarships, SRT offers national scholarship opportunities through **NTCA-The Rural Broadband Association** and the **Foundation for Rural Service**. Applications are available at srt.com/srtcares.

Details and applications can be found on srt.com/srtcares or through high school guidance counselors. Don't miss an opportunity to get college assistance. Applications are due March 4, 2022.

2021 SRT ANNUAL MEETING – 70TH ANNIVERSARY, LEADERSHIP TRANSITION

The 2021 SRT Annual Meeting was held Thursday, October 14, 2021, at the North Dakota State Fair Center in Minot. The annual meeting's purpose is to inform members of the financial health of the cooperative and vision for the future, and to elect seats for the SRT Board of Directors. During the annual meeting, reports regarding the cooperative were delivered by retiring SRT CEO/General Manager Steve Lysne, SRT Board President Allan Engh, and incoming CEO/General Manager Cassidy Hjelmstad. The financial report was given by SRT CFO Perry Erdmann. Four directors were elected to serve a three-year term on the cooperative's Board of Directors. Nominations of directors' petitions were distributed and accepted at SRT's headquarters from August 16, 2021, through September 13, 2021. Four petitions were qualified and verified, which authorized the names to be placed on the official election ballots that were distributed at the meeting.

Four directors were elected to serve a three-year term on SRT's Board of Directors: District 1: Ardel Rice, Mohall; District 2: Dennis Erber, Glenburn; District 3: Dennis Schott, Butte; and District 4: Stacey Diehl, Minot. Members also voted to approve the 2020 Annual Meeting Minutes as presented.

2021 Election Results

District 1: (36 total votes)
 Ardel Rice 35
 Spoiled ballots 1

District 2: (44 total votes)
 Dennis Erber 43
 Spoiled ballots 1

District 3: (41 total votes)
 Dennis Schott 39
 Spoiled ballots 2

District 4: (382 total votes)
 Stacey Diehl 367
 Spoiled Ballots 15

2022 Board of Director officer positions are as follows: Kristi Miller, President; Stanley Vangsness, Vice President; Deanna Klein, Secretary/Treasurer; Stacey Diehl, Assistant Secretary/Treasurer.

Thank you for attending and for your membership. SRT's 2022 Annual Meeting will be held Wednesday, October 12, 2022.



SAVE THE DATE
 SRT ANNUAL MEETING
WEDNESDAY
OCTOBER 12, 2022

ND STATE FAIR CENTER
 2005 BURDICK EXPY E. / MINOT, ND

Watch our Facebook page and srt.com for updates on this year's meeting. Can't wait to see you in October!

SRT.COM / 701.858.1200 / f t



THANK YOU

Minot Daily News Readers
 We are humbled that you've voted SRT Best Internet Provider for 17 years running!



SRT.COM/INTERNET

BUSINESS SECURITY SPOTLIGHT: JOHNSON EYECARE & EYEWEAR



For any business, a break-in or burglary can result in loss of revenue and a blow to employee morale. But when the store at stake is a small, family-owned business, the potential risks are even greater.

“When you own a small business, everything is personal,” said Telli Johnson, Business Manager at Johnson Eyecare & Eyewear in Minot. “Our employees and our patients are like our family. It’s important to us that everyone is safe and secure from the moment they walk in.”

Telli and her husband, Dr. Darin Johnson, opened their Minot practice in 2007. Johnson Eyecare & Eyewear is the product of the Johnsons’ determination and Darin’s lifelong dream to open a private practice of his own—one that he could possibly pass down to his own children someday.

To protect the business they’ve worked so hard to build, the Johnsons invested in a surveillance and security system from SRT.

“You just never know what’s going to happen,” Telli said. “We can’t be there all the time, so it gives us peace of mind.”

Telli and Darin worked with the SRT team to determine a package that was right for their business, taking into account their size, location, office traffic, and other factors. SRT took care of the rest, ensuring that every piece was properly installed and professionally maintained.

Now, Telli and Darin can access footage from 13 cameras strategically placed both inside and around the perimeter of the shop at any time, from anywhere, all with one mobile app. They can also arm or disarm the system’s motion, glass break, and door sensors with one tap on a smart device.

“It’s so simple, our kids could do it,” Telli said. “You just plug in a code and arm away.”

On a typical day, the Johnsons can set their system and all but forget about it. But in the few instances when the sensors have been triggered, Telli and Darin have been grateful for the investment they made to protect their business.

“When your alarm goes off, you get that call within 30 seconds from SRT’s dispatch,” Telli said. “There’s never a lag. If we don’t answer, they will dispatch someone right away to check on it. We know that someone is going to be there, even if we can’t be.”

One Friday afternoon, when the office had closed for the weekend and the Johnsons had ventured to their lake home 45 minutes from Minot, a back entrance to the building was not closed entirely. At 5:00 a.m. the following morning, a sudden gust of wind swung the door wide open, setting off the sensor.

Telli and Darin received a notification that their system had been triggered, but rather than panic, they could rest assured that SRT had them covered.

“WE KNOW THAT SOMEONE IS GOING TO BE THERE, EVEN IF WE CAN’T BE.”

Telli Johnson

“We didn’t have to drive all the way into town to close it ourselves,” Telli said. “We could look on our phone and watch the surveillance footage to make sure no one got in.”

For Telli and Darin, the peace of mind that comes with their surveillance and security system is about more than the equipment—it’s about the people. After spending so much of their lives working toward this moment, they were not going to entrust just any company with the task of protecting their business.

“Being from a small area, we like to support the local businesses that support us,” Telli said. “When we call SRT, we know the people that we are working with. We trust them, and they recognize us every time we call.”

Every day, patients trust Johnson Eyecare & Eyewear to help them see the world more clearly. And when the Johnsons want to see what is happening in their business, they trust SRT.

“When you’re a small, family-owned business, it’s nice to know that you have an extra set of eyes to watch over things,” Telli said.

To keep an eye on your business, call 701.852.8888 today or visit srt.com/protectwhatmatters to learn more and find a package that works for you.

CASSIDY HJELMSTAD ELECTED TO NISC BOARD OF DIRECTORS



Cassidy Hjelmstad, CEO and General Manager of SRT Communications, was elected to the National Information Solutions Cooperative (NISC) Board of Directors as District 14 Director of Communications. Her three-year term began January 1, 2022.

NISC is an information technology organization that develops, implements, and supports software and hardware solutions for its members. They deliver advanced solutions, services, and support to 882 independent broadband companies, electric cooperatives, and other public power entities.

Cassidy is SRT's fifth CEO/General Manager. For the past 11 years she has held executive positions at SRT, leading strategy to achieve business goals while delivering exceptional customer service.

"Cassidy brings a member-focused philosophy and a vision for growth as SRT's CEO/General Manager," said Kristi Miller, SRT Board President. "Her seat on the NISC Board of Directors adds to the positive influence she will have on our coop and the industry. She has direct experience with NISC's systems and an objective understanding of their benefit to broadband companies."

Cassidy also serves the region through several other Board and Committee appointments, including the NTCA Marketing Committee (The Rural Broadband Association); the NTCA Smart Rural Community Advisory Committee; the Broadband Association of North Dakota (BAND) Marketing Committee; the Minot Area Chamber Economic Development Corporation; Prairie Grit Adaptive Sports; and Dakota Carrier Network Board of Governors.

NISC is an industry leader providing information technology solutions including financials, service, operations and marketing as well as many other supporting platforms and business services. With facilities in Mandan, N.D., Lake Saint Louis, Mo., Cedar Rapids, Iowa, and Blacksburg, Va., NISC and its subsidiary employ more than 1,200 professionals between the four locations and remotely throughout the United States. Additional information about NISC can be found at www.nisc.coop.

ROBIN ANDERSON JOINS SRT AS CHIEF GROWTH OFFICER



Robin Anderson, a marketing and development professional with 22 years of telecommunications experience, has been named Chief Growth Officer of SRT Communications. She joined SRT on January 10, 2022.

As Chief Growth Officer, Robin will lead the business strategy and develop new opportunities and partnerships for SRT. She will also leverage data tools to identify customer needs and ensure SRT continues to thrive in the cooperative environment.

"Robin joins SRT at an ideal time, especially as we continue to build the fiber optic platform serving our members," said Cassidy Hjelmstad, SRT CEO and General Manager. "As we look for future growth opportunities, her sales experience will serve our customers well. She is highly respected in the telecommunications industry. A North Dakota native with years of coop leadership experience, Robin understands the cooperative business model and appreciates the communities we serve. SRT is delighted to welcome this talented professional to our team."

Originally from Binford, ND, Robin earned a Bachelor of Science in Business Administration from Dickinson State University with a concentration in marketing and agriculture. Prior to joining SRT, she spent five years as Sales Manager at NISC (National Information Solutions Cooperative) and 13 years as Marketing Manager at Dakota Central Telecommunications Cooperative. Robin also worked for four years as Director of Business Development and Senior Marketing Consultant for Pivot Group, a marketing agency specializing in the rural broadband industry.

"I am excited to be joining Cassidy and the talented team at SRT during a time of growth and transformation," Robin said. "SRT has a rich history built on trust and innovation. I look forward to being part of this next chapter as we continue to serve our members in delivering the best communication services available."

Robin and her husband, Glenn, have three children and have long enjoyed rodeo as a family. Their oldest son, Bridger, is a professional steer wrestler in Oklahoma; Cedar is a senior at Northwest Oklahoma State University; and Dawsyn is a senior at Carrington High School.

PODCASTS EXPLAINED: WHY YOU SHOULD ADD PODCAST LISTENING TO YOUR ROUTINE

If you have ever used a music streaming service, chances are you have seen or heard the word “podcast.” What is a podcast, exactly? A podcast is an audio recording on a specific topic or range of topics. It is a similar format to talk radio, but podcasts are pre-recorded and available on-demand, so you can listen to them anytime.

Podcasting as we know it today began in 2004, when the Apple iPod and other portable audio listening devices became popular in households. They have undoubtedly grown in popularity in the past few years. According to Statista.com, 57% of the United States population over the age of 12 listened to at least one podcast in 2021. This is a significant increase from the 11% of Americans who were familiar with podcasts in 2006.

If you are interested in giving podcast listening a try, there are many ways to listen, most of which are available free-of-charge. You can listen through podcast websites on your computer, laptop, or mobile device. However, the more common method is listening to podcasts

through an app. For example, if you own an iPhone, it automatically comes with an app called “Podcasts.” Other popular podcast listening apps for iPhone and Android users include Spotify, Pandora, and iHeartRadio.

As you get accustomed to listening to podcasts, there are even more robust apps available, such as Pocket Casts. This powerful app has features you can tailor for an even more customized podcast listening experience. Pocket Casts takes podcast listening a step further by syncing podcast playback with all your devices so you can listen where you left off, which is especially helpful if you use different devices throughout the day. It can also help you save storage space on your device by automatically deleting old podcasts. No matter which app you use, you can subscribe to your favorite podcasts and even download episodes directly to your device to save on cell phone data.

EMPLOYEE PODCAST PICKS

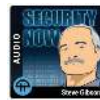
People create podcasts on many topics, ranging from current events to various hobbies like movies, TV shows, and sports. See what our employees have to say about their favorite podcasts:



Ask Noah – “Old school approach...People call his 1-800 number and ask tech/IT related questions. Also cool that it’s Grand Forks based.” – Justin, Central Office Technician



The Bible in a Year – “Midwest based...Really interesting and keeps my reading on track.” -Tom, Product Manager



Security Now – “Up-to-date cybersecurity news...Great job explaining security vulnerabilities.” -Nathan, IT Security Engineer



Midwest Murder – “Locally recorded...Good production value...Really interesting stories.” -Chris, Account Executive



Accidental Tech Podcast – “Mainly Apple programming focused...Great ‘nerd talk’...Interesting tangents that make it fun to listen.” -Dan, Combination Technician

LOCAL PODCASTER EXPANDS NETWORK TO LIVE SHOWS

An intriguing element about podcasting is they can easily be recorded anywhere. Some of our employees suggested podcasts recorded in the Midwest, even right in Minot! One Minot-based podcast in particular, The Good Talk, began in 2016 in the basement of its founder, Jonah Lantto. This podcast has since grown and branched off into related projects, including short films, 15 sold-out, late-night comedy shows known as Good Night Live, and another new and successful podcast called Midwest Murder. “This just started as a hobby at first, then actually turned into my full-time job,” said Lantto.

When Lantto started podcasting in 2016, Spotify didn’t offer podcasts; now it is one of the most popular podcast listening apps. He credits the increasing popularity of podcasts with their accessibility. You can stream or download them anytime once they are published, since they do not air live, like talk radio or TV shows.

With their growing popularity, it looks like podcasts are here to stay. Maybe you have a road trip coming up, or just want something new to listen to during your daily work commute. Download a podcast app, search for your favorite topics, hit play, and you’ll be a podcast expert in no time!

OFFICIAL NOTICE

EMERGENCY BROADBAND BENEFIT (EBB) CHANGING TO AFFORDABLE CONNECTIVITY PROGRAM (ACP)

The Emergency Broadband Benefit (EBB) program is changing to the Affordable Connectivity Program (ACP). This change will take place over a 60-day transition, from December 31, 2021 to March 1, 2022.

Customers currently participating in EBB will continue to receive their EBB-level benefit during the 60-day transition. On March 1, 2022, the transition ends and EBB customers will begin receiving the ACP-level benefit.

ACP will offer eligible households a discount of up to \$30 per month for broadband service. The EBB program provided a \$50 benefit. Households on Tribal lands will be eligible to receive a benefit of up to \$75 per month for service.



During the 60-day transition period, USAC will conduct a “reverification” process for households that qualified for their EBB benefit on an eligibility basis not available in ACP, such as substantial loss of income. USAC, the Universal Service Administrative Company, administers the Universal Service Fund under the direction of the Federal Communications Commission (FCC). USAC will contact customers who need to take additional steps to retain their benefit after the transition period.

For more information, please visit ACPBenefit.org

ALWAYS HAVE YOUR PHONE BOOK WITH YOU!

SRT ONLINE DIRECTORY
Download Our App



Search the App Store for
SRT Minot Phone Directory



DIRECTORY CORRECTIONS

CUT OUT THIS PAGE AND ADD IT TO YOUR PHONE BOOK.

MINOT

Yellow Page / Bridal Shops
Fiancee'
6 Main Street S, Minot
838-9616



CONNECT WITH US



OFFICIAL NOTICES

988: THE NEW THREE-DIGIT DIALING FOR THE NATIONAL SUICIDE PREVENTION LIFELINE

Effective Nationwide July 16, 2022

Recognizing that resources for suicide prevention and other mental health crises can be difficult to find during a time of need, the federal government has designated 988 as the three-digit number to directly reach the National Suicide Prevention and Mental Health Crisis Lifeline.

When can you begin dialing 988 for assistance?

Effective July 16, 2022, 988 can be direct dialed to reach the National Suicide Prevention and Mental Health Crisis Lifeline. Calls to 988 will be directed to 1-800-273-TALK.

How can you get help before 988 is effective?

Until 988 is effective, if you are in crisis, please call 1-800-273-TALK (8255) directly. Veterans and Service members can reach the Veterans Crisis Line by pressing 1 after dialing, chatting online at www.veteranscrisisline.net, or texting 838255.

Who is in charge of the National Suicide Prevention Lifeline?

The National Suicide Prevention Lifeline is a national network of approximately 170 local- and state-funded crisis centers. The Department of Health and Human Services' Substance Abuse and Mental Health Services Administration administers the National Suicide Prevention Lifeline, in partnership with the Department of Veterans Affairs, which manages the Veterans Crisis Line.

Will customers be notified when 988 is effective nationwide?

Yes, SRT will distribute notices to remind customers of the 988 effective date as it nears.

Who can you contact with questions?

If you have any questions regarding information provided in this notice, please call SRT at 701-858-1200 or access www.srt.com for more information. You can also visit the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>.

STATEMENT OF NON-DISCRIMINATION

In accordance with Federal civil rights law and the U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating on the basis of race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint deadlines vary by program or incident.

Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotope, et.), should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

To file a program discrimination complaint, you may obtain a complaint form by sending an email to OAC@usda.gov. You or your authorized representative must sign the complaint form. You are not required to use the complaint form. You may write a letter instead. If you write a letter, it must contain all the information requested in the form and be signed by you or your authorized representative. Incomplete information will delay the processing of your complaint. Employment civil rights complaints will not be accepted through this email address.

(1) Mail: U.S. Department of Agriculture
Director, Center for Civil Rights Enforcement
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

(2) Fax: (202) 690-7442; or

(3) Email: program.intake@usda.gov

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Check Out What's Inside



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SURVEILLANCE & SECURITY PROTECT WHAT MATTERS WITH SRT

A video surveillance system from SRT lets you monitor your business from anywhere, at anytime, using your smart devices.

FIND A SYSTEM THAT WORKS FOR YOU!

1. Visit srt.com/protectwhatmatters to learn more about our custom security and surveillance systems.
2. Call SRT at 701.852.8888 to schedule a FREE assessment.
3. SRT will take care of installing, monitoring, and maintaining your system. Because when it comes to keeping an eye on your business, we know you can never be too careful.